



# THE FPS TALON

(Greater Southwest Region - Serving the States of  
Texas, Arkansas, Louisiana, Oklahoma, & New Mexico)



Volume One

First Edition 1997

## SOMETHING ABOUT US

The Federal Protective Service (FPS) is part of the U.S. General Services Administration, Public Buildings Service, Greater Southwest Region. Our Regional Office is located in the Fritz G. Lanham Federal Building, 819 Taylor Street, Fort Worth, TX 76102. Our jurisdiction covers a five state region, consisting of Texas, Arkansas, Louisiana, Oklahoma, and New Mexico.

The Federal Protective Service provides law enforcement and security services to tenants housed in property owned or leased by the General Services Administration. We are proud of the fact that we are a state-of-the-art organization focused on providing our customers with prompt, effective and efficient security and law enforcement services. The philosophy of our organization is to provide a comprehensive integrated protection package that focuses on providing effective customer service through the services listed below:

- Police Officers
- Criminal Investigations
- Electronic Security System
- Alarm Monitoring
- Security Guard Contracts
- Contract Administration
- Crime Prevention Programs
- Security Surveys and Assessments
- Contract Suitability Reporting System (CSRS)

## WHAT'S INSIDE

	Page
<b>Building Security Committees (BSC's)-----</b>	<b>2</b>
<b>Guards and Alarms-----</b>	<b>2</b>
<b>SEE IT! HEAR IT! REPORT IT!-----</b>	<b>3</b>
<b>Spotlight on Contractors-----</b>	<b>3</b>
<b>Contract Suitability Reporting System (CSRS)-----</b>	<b>3-4</b>
<b>Uniform Patrol Services -----</b>	<b>4</b>
<b>Public Relations-----</b>	<b>4-5</b>
<b>Bomb Threats &amp; Checklist-----</b>	<b>5-6</b>

**THE FPS TALON**, GSA/Federal Protective Service (7PSO)  
529 West Felix Street (Building #40), Fort Worth, TX 76115  
Phone 817-978-3559 or 817-885-6981

**Any questions, comments, suggestions regarding the articles in this newsletter  
may be addressed at the above address and phone numbers.**

**VISIT OUR INTERNET PAGE at <http://www.gsa.gov/regions/7pbs/fps.htm>**

## BUILDING SECURITY COMMITTEES (BSC's)

**ALIVE! WELL!  
AND WORKING!**



The Building Security Committees (BSC's) were started in August 1995, as a result of the Department of Justice (DOJ) Vulnerability Assessment Report. Since that time, the Federal Protective Service has worked closely with the BSC's in complying with the directives set forth in the DOJ report.

Earlier this year, the Federal Protective Service hosted the first Tarrant County Federal Security Council meeting at the Fort Worth Federal Center. The meeting was a great success with approximately 50 representatives from local Federal agencies in attendance. Each of the members shared a brief overview of their various roles and responsibilities within FPS. The attendants of the first meeting included: FPS Director, Trinidad Martinez; Chief, Enforcement and Security Branch, Gil Russo; Ken Cowle, Rex Cross, Karen Davis, Jim Hawthorne, Jim Perman, Steve Polk, Cheri Tow, Ray Wilson, and several police officers. A question and answer session followed the presentation. Those in attendance were encouraged by the director to submit topic ideas for future meetings. The meetings are coordinated throughout the region, with our Physical Security Specialists (PSS) and the BSC Committee Council members. The PSS's within our division specialize in providing customers with accurate crime assessments and security surveys. Currently, the PSS's in the Dallas/Fort Worth metroplex are working on upgrading our Federal Card Entry System tentatively scheduled for October 1, 1997.

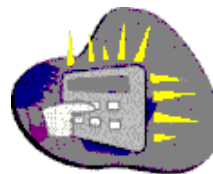
Although our PSS's and police officers have been operating the BSC project on a continuous basis, they have also managed to coordinate and provide additional services. Some of which included issuing American Youth Passports and

fingerprinting children during the National Missing Children's Day Program, conducting Auto Theft Awareness, Effective Customer Service Techniques, Personal Safety and Bomb Threat Awareness programs. They have also volunteered to work on such projects as the GSA Adopt-A-School and Positive In-Action Mentoring programs. All of our PSS's and police officers concentrate on helping in their local community, as well as attending special council meetings to keep abreast of the latest developments in the local law enforcement agencies.

\*\*\*\*\*

## GUARDS AND ALARMS

FPS utilizes contract security guards to augment its police officers. Their primary duties include access control at the entrances and exits of our facilities through visitor and employee identification checks, monitoring security equipment, and conducting searches of packages.



FPS is responsible for helping you determine your security needs, as well as providing support for your physical security requirements. Our team of

Electronic Security System Technicians are experienced in the areas of designing, installing, maintaining, repairing and operating security systems for GSA owned/leased facilities. This group is also responsible for developing cost estimates, preparing contract specifications, and monitoring the contractors' performance on GSA contracts for security systems installations.

If your agency is interested in obtaining additional information in these two areas, please contact the following FPS employees:

- Guard Contracts  
Fred Hagan 817-978-4054
- Electronic Security Systems  
Robert Payne 817-978-2138  
Edwin Seely 817-885-6981



**SEE IT!  
HEAR IT!  
REPORT IT!**

**1-800-767-2756**

The Regional Control Center is operated 7 days per week, 24 hours a day. The Center is staffed by three full time GSA employees from 6:00am to 6:00pm Mon-Fri. There are four contract employees that provide coverage during non-duty hours. The Regional Control Center monitors approximately 10,000 alarms region-wide within the Greater Southwest Region. The Control Center receives calls for service region-wide from government employees and civilians. All calls are reviewed by the operator and assigned to our Police Officers and/or Criminal Investigators.

Please remember if you SEE IT! HEAR IT! REPORT IT! **Call 1-800-767-2756.**

\*\*\*\*\*

### SPOTLIGHT ON CONTRACTORS



The Federal Protective Service has contracted for a tremendous amount of guard service. By providing this particular service to our customers, we have been able to increase our level of security coverage in all Federal facilities. This service augments our police officers and provides our customers with the opportunity to elect a type of service that best meets their preference for security guard service (armed or unarmed) for their leased space. FPS often receives compliments regarding the type of guard service that is contracted through our program. Recently, the contracted guard service within the Dallas

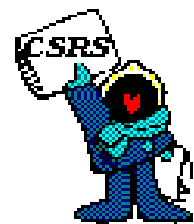
metroplex area received high praise on how they properly respond to various security matters that arise on Federal property. All of which reflect how well our contracting officers work to ensure that our customers are pleased with their choice of security service.

The guard contracts are effectively administered within the Operational Support Branch. The points of contact for this service are Patrick Moses, Branch Chief, Karen Bradbury, Sylvia Chinworth, Natalie Holmes, and Gene Pruitt. You may reach them at 817-978-3559.

\*\*\*\*\*

### CONTRACT SUITABILITY REPORTING SYSTEM (CSRS)

**What is it, and how will it  
affect government  
contract workers?**



The Contract Suitability Reporting System (CSRS) was implemented in 1993 for screening potential Public Buildings Service (PBS) contract employees. The purpose is to help ensure that all of the contracted service providers are supplying Federal agencies with reputable employees that have effectively undergone and passed all levels of security background clearances. By providing this particular service, we have significantly increased our current security measures to ensure that all of the contracted services have been certified and approved to work within GSA owned and leased facilities. All of the results of the background investigation clearances are provided to our contract representatives for further action and implementation. By taking these measures, FPS has already created a safer work environment.

The CSRS program has recently been expanded to help provide assistance to other agencies with their security clearances. We have recently experienced an increase in the number of

CONTRACT SUITABILITY  
REPORTING SYSTEM (CSRS)  
continued:

requests to obtain this type of service, and we are working to establish an effective customer service request list. The initial points of contact are Jim Gunnels and Cheryl Arriaga at 817-885-6981.

**Remember, we are here to work together for a safer working environment.**

\*\*\*\*\*

UNIFORM PATROL SERVICES



**BIKE PATROL**

Recently, FPS implemented a police officer bike patrol in Dallas, Fort Worth and Houston. We have received praise from the federal community for providing such a valuable service. The bike patrol serves to provide our police officers with an additional tool to use to help them respond to criminal activity in a fast, effective, and efficient manner. This service provides our customers with a better opportunity to report criminal activity that occurs on GSA owned and leased facilities. The bike patrol is also an excellent community policing effort to increase our customers' awareness about security and indicate that we are here to serve as their first official response for help.

The officers currently on the bike patrol include: Jose Arellano, Mary Black, Joe Bruno, Gary Glover, David Pridgen, Cindra Valdez, and Charles Van Deren.

\*\*\*\*\*

**D.A.R.E. PROGRAM**

Currently, the FPS Police Officer's within the Fort Worth metroplex are in the process of implementing a D. A. R. E. (Drug Abuse Resistance Education) officer's program. This program will help the officer's serve the needs of

the local and Federal community and provide them with an opportunity to interface with the local and state police agencies.

\*\*\*\*\*

**AUTO THEFT AWARENESS**

FPS worked in conjunction with the Property Management Division in the Greater Southwest Region to conduct a special crime prevention program to help increase employees awareness about the importance of Auto Theft Prevention. This program was coordinated with our PSS's, FPS Police Officers, Fort Worth



Police Department (FWPD), and the Texas Auto Theft Prevention Authority (ATPA) to provide our customers with the opportunity to receive brochures on Auto Theft Prevention, a free Vehicle Identification Number (VIN) window etching, and registration in the Help End Auto Theft (H.E.A.T.) program in Texas. This program serviced over 50 individuals from a variety of Federal agencies.

The following individuals were involved in the successful development of the program: George Anderson, Deidra Dennis, Ron Hamilton, Gayle Jones, Mark McElyea, George Michelli, Tammy Peyton, Gene Selzer, Michelle Strickter, Cheri Tow, Cindra Valdez, Charles Van Deren, and FWPD Officers Charlie Cripliver and Beth Williams.

\*\*\*\*\*

**PUBLIC RELATIONS**

Earlier this year, Secretary of State, Madeleine Albright, visited the Mickey Leland Federal Building and the Houston Passport office. Together, FPS and the Customer Service Center played a vital role in the overall planning for this distinguished guest.

PUBLIC RELATIONScontinued:

FPS employees Bob Davis, Marie Deger, Gary Glover, and Captain John Ho-Gland met several times with the Secretary's advance security and planning teams, U.S. Department of State, Bureau of Diplomatic Security, and the Houston Police Department, to formulate the security plans for her visit to the facility. FPS also assisted with the Secretary's transportation within the facility.

Special thanks to the following employees who contributed greatly to the huge success of Secretary Albright's visit:

Physical Security Specialists Otis Fogle, Jr., and Roy Grady; Uniformed Officers Don Spiller and David Boswell; Special Agent Michael Bonilla; and Customer Service Representatives Leonard McLoughlin and Tunisia Sadruddin.

The Federal Protective Service's entire involvement in this operation was conducted with the utmost professionalism and teamwork, demonstrating once again that you **"Can't Beat GSA."**

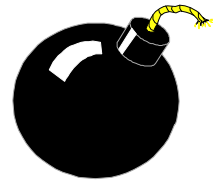


**SPECIAL THANKS TO THOSE INDIVIDUALS WHO ASSISTED IN THE DEVELOPMENT OF THIS FIRST EDITION OF THE FPS TALON:**

*Brenda Anderson, George Anderson,  
Nancy Anthis, Cheryl Arriaga, Deidre Dennis,  
Jim. Gunnels, Jennifer Koranda,  
Robert McGivney, Alvernia Mills, and Joyce Varnes.*

BOMB THREATS

**How To Handle  
Bomb Threat  
Phone Calls  
When You Get One**



Today, it is truly hard to make exact predictions about what will happen on any given date, point, and time. No one really knows what will happen from one moment to the next. For example, the Oklahoma City Bombing; an event that had an impact on everyone's life, struck at a moments notice. So often, we are faced with obstacles that may force us to make immediate and often unpredictable decisions concerning all elements of our lives. FPS would like to encourage everyone to take any and all threats that occur on the job very seriously, and to report it to our Regional Control Center at 1-800-767-2756.

The following precautions should be taken when you receive a bomb threat call: First try to remain calm, and get as much information from the caller as possible. Be sure to write down as accurately as possible all that the caller is saying:

1. What is the exact location of the bomb?
2. What type of bomb is it?
3. When is it supposed to go off?
4. Is the caller identifying himself/herself with a particular group?
5. Is the caller a male or female?
6. Is there a particular tone to the caller's voice?
7. Does the caller sound calm and collected, or does he/she sound nervous?
8. Can you hear any background noise?
9. If so, can you identify the noises?

The following page contains a FPS Bomb Threat Checklist for you to detach and save. This checklist will assist you in recording bomb threats.





DETACH AND SAVE

**FPS BOMB THREAT CHECKLIST****PLACE THIS CARD UNDER YOUR TELEPHONE****QUESTIONS TO ASK:**

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

**EXACT WORDING OF THE THREAT:**


---



---



---



---



---



---



---

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_  
 Age: \_\_\_\_\_ Length of call: \_\_\_\_\_  
 Number at which call is received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ GSA/FPS

**BOMB THREAT****CALLER'S VOICE:**

- |                 |                       |
|-----------------|-----------------------|
| _____ Calm      | _____ Nasal           |
| _____ Angry     | _____ Stutter         |
| _____ Excited   | _____ Lisp            |
| _____ Slow      | _____ Raspy           |
| _____ Rapid     | _____ Deep            |
| _____ Soft      | _____ Ragged          |
| _____ Loud      | _____ Clearing throat |
| _____ Laughter  | _____ Deep breathing  |
| _____ Crying    | _____ Cracking voice  |
| _____ Normal    | _____ Disguised       |
| _____ Distinct  | _____ Accent          |
| _____ Slurred   | _____ Familiar        |
| _____ Whispered |                       |

If voice is familiar, who did it sound like?

---



---

**BACKGROUND SOUNDS:**

- |                 |                         |
|-----------------|-------------------------|
| _____ Clear     | _____ Factory machinery |
| _____ Crockery  | _____ Animal noises     |
| _____ Voices    | _____ Office machinery  |
| _____ PA System | _____ Street noises     |
| _____ Music     | _____ House noises      |
| _____ Local     | _____ Long distance     |
| _____ Motor     | _____ Booth             |
| _____ Static    | Other _____             |

**THREAT LANGUAGE:**

- |                   |                       |
|-------------------|-----------------------|
| _____ Well spoken | _____ Incoherent      |
| _____ (educated)  | _____ Taped           |
| _____ Foul        | _____ Message read by |
| _____ Irrational  | threat maker          |

**REMARKS:**


---



---



---

**Report call immediately to:**

**FPS Regional Control Center at:**  
**Phone number: 1-800-767-2756**  
**1-817-978-2888**

**CALL RECEIVED BY:**

Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Phone number \_\_\_\_\_  
 Date \_\_\_\_/\_\_\_\_/\_\_\_\_